

WEBSITE TERMS & CONDITIONS

Clinical Psychology & Employee Wellbeing Practice

1. Introduction

By accessing the Origami Group website and using our website, you agree to be bound by these Terms and Conditions ("Terms"). If you do not agree with any part of these Terms, please do not use our website or services.

These Terms apply to all users of the site, including clients, prospective clients, and browsers.

2. Services

We provide psychotherapy, counselling, coaching, wellbeing consultancy, education, research and related information and resources. Services may be delivered in person, online, or via telephone, depending on the agreement between you and your practitioner.

All therapy and consultancy services are provided in accordance with ethical guidelines from relevant professional bodies, such as the British Association for Counselling and Psychotherapy (BACP), UKCP, or HCPC (as applicable).

3. Client Responsibility

By using our services, you acknowledge that:

- You are at least 18 years old (or have written consent from a parent/guardian if under 18).
- Our services are not a substitute for medical diagnosis or treatment by a GP or psychiatrist.
- You are responsible for informing us of any mental health conditions, medication, or concerns relevant to your care.

4. Confidentiality

Client confidentiality is strictly maintained in line with professional standards. Exceptions apply only in the case of:

- Risk of harm to yourself or others;
- Disclosure of abuse of a vulnerable person;
- Legal obligation (e.g. court order);
- Your explicit written consent.

More information is provided in a range of policies in our Governance page at www.origamigrp.com

5. Bookings, Cancellations and Fees

- Appointments can be booked via our online system, by email, or by phone.
- Sessions cancelled with less than 24 [or 48] hours' notice may be charged in full.
- Payment is due before or at the time of the session unless otherwise agreed in writing.
- All fees are stated in GBP and may be subject to change with prior notice.

6. Website Content

All material on our website, including blog posts, resources, and articles, is provided for general informational purposes only and does not constitute psychological or medical advice.

We make reasonable efforts to ensure content is accurate and up to date, but we do not guarantee its completeness or reliability.

7. Intellectual Property

WEBSITE TERMS & CONDITIONS

All content on this site (text, images, logo, layout, and design) is owned by Origami Group or used under licence. You may not copy, reproduce, or distribute any part of this website without prior written permission.

8. Limitation of Liability

We do not accept liability for:

- Any indirect or consequential losses from use of our website or services;
- Any inaccuracies in content;
- Technical issues that may affect availability of the website or online sessions.

Nothing in these Terms limits your statutory rights or excludes liability where it would be unlawful to do so.

9. Links to Other Websites

This website may include links to third-party websites. These are provided for your convenience only. We are not responsible for the content or practices of any third-party sites.

10. Privacy and Data Protection

We are committed to protecting your personal data and privacy in accordance with UK GDPR and the Data Protection Act 2018. Please refer to our Privacy Policy on our Governance page at www.origamigrp.com for details about how we handle your information.

11. Changes to Terms

We may update these Terms from time to time. Any changes will be posted on this page. Your continued use of the site or services after changes are posted will signify your acceptance.

12. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

13. Contact

Email: hello@origamigrp.com

14. Policy Review

Policy Version: 1.0

Approved by: Amy Stoddard-Ajayi

Role: CEO and Founder

Date of Approval: 08/08/2025

Next Review Due: 08/08/2026